COVID-19 Vaccine Management System (CVMS) Recipient Portal Resetting Your Password Job Aid

Before you begin the process of resetting your password to the CVMS Recipient Portal, please have the following items ready.
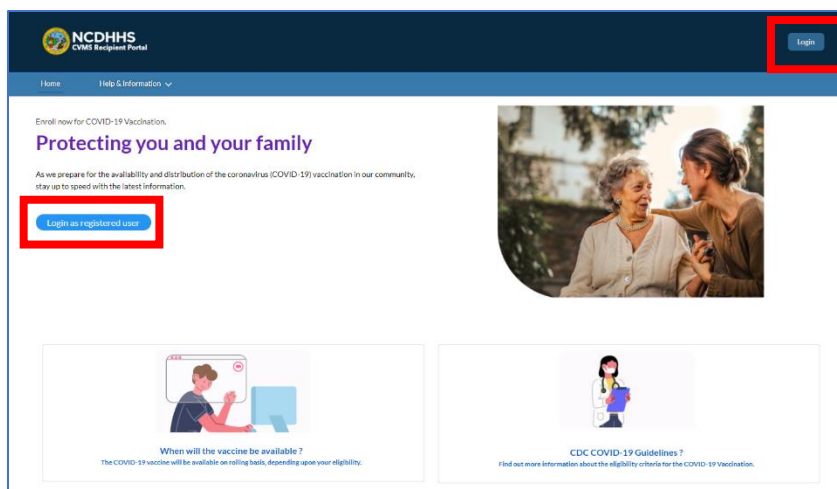
- **Your CVMS Recipient Portal Username**
  IMPORTANT! Your CVMS Recipient Portal Username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created. You can find your CVMS Recipient Portal Username in the CVMS Recipient Portal Welcome Email, or you can follow the example below if you do not have that email.

  For example: If your email is **johndoe@gmail.com**, your CVMS Recipient Portal Username is **johndoe@gmail.com.covid19vaccine**. If your email is **jane.doe@firefox.com**, your CVMS Recipient Portal Username is **jane.doe@firefox.com.covid19vaccine**.
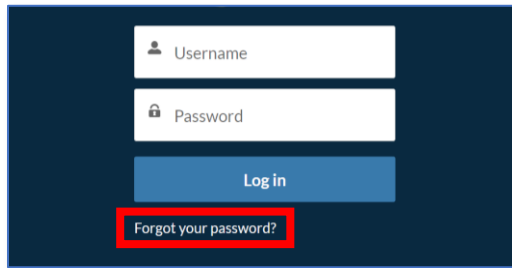
- **One of the following browsers open: Chrome, Firefox, Safari, or Edge Chromium**
  IMPORTANT! Internet Explorer and Edge (non-Chromium) are not compatible with the CVMS Recipient Portal.

The following instructions are for resetting your CVMS Recipient Portal Password.

1. Within your browser, **click** https://covid-vaccine-portal.ncdhhs.gov/ to go to the CVMS Recipient Portal.
2. On the homepage, click **Login as registered user OR Login.**

3. Click **Forgot your password?**

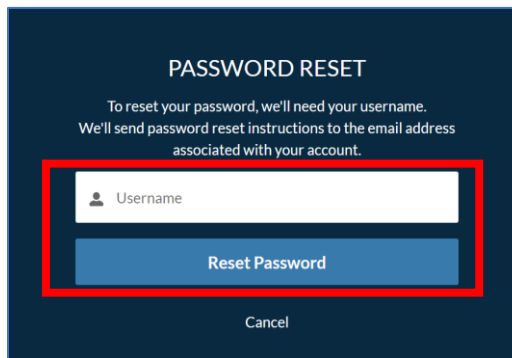4. You will see the Password Reset page. Enter your **CVMS Recipient Portal Username.**
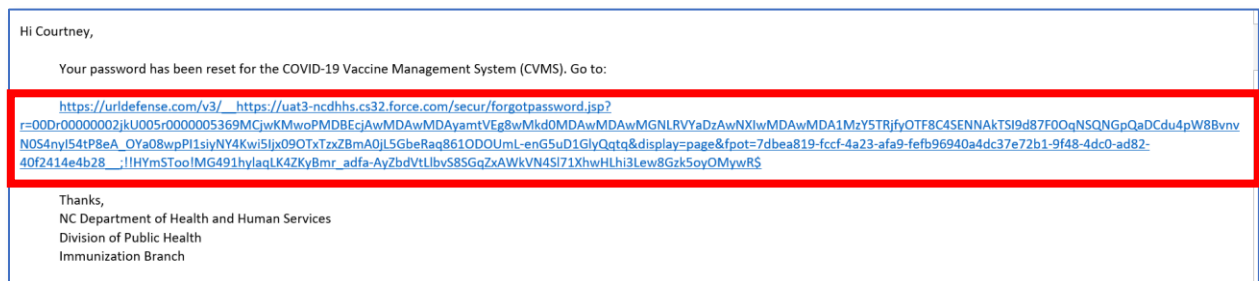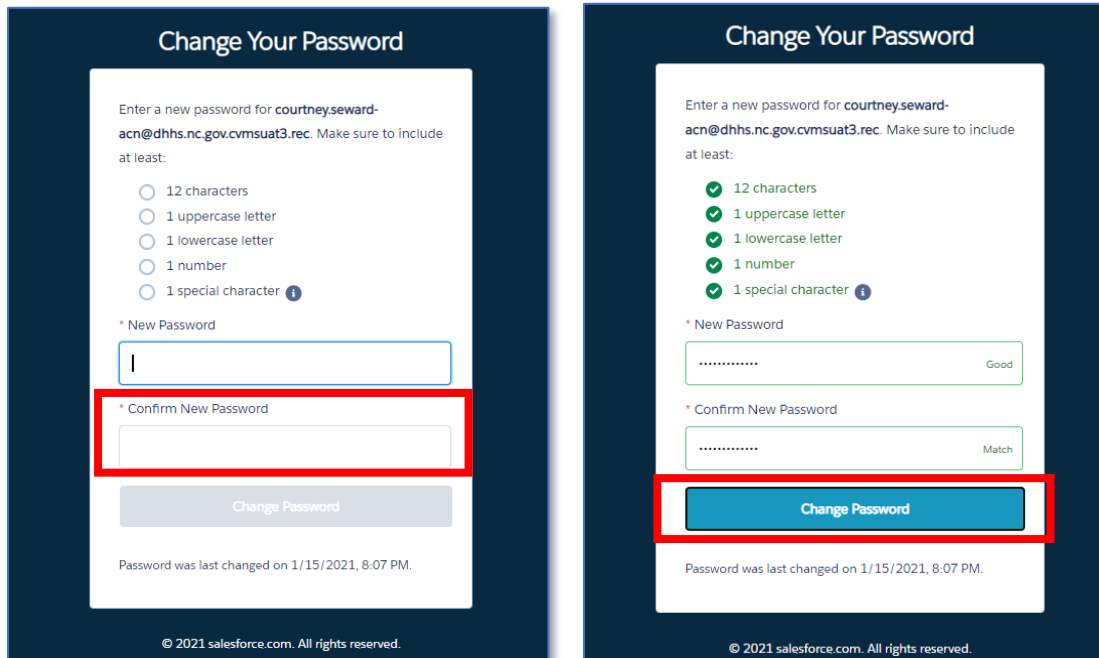5. Click **Reset Password.**

6. **Check your Email Inbox.** You will receive an email from the CVMS Recipient Portal with a link to Reset your password.
7. Open the Email. Click the **Reset Password Link.**

Hi Courtney,

Your password has been reset for the COVID-19 Vaccine Management System (CVMS). Go to:

https://urldefense.com/v3/__https://uat3-ncdhhs.cs32.force.com/secur/forgotpassword.jsp?r=00Dr00000002jkU005r0000005369MCjwKMwoPMDBEcjAwMDAwMDAyamtVEg8wMkd0MDAwMDAwMGNLRVYaDzAwNXIwMDAwMDA1MzY5TRjfyOTF8C4SENNAkTSI9d87F0OqNSQNGpQaDCdu4pW8BvnvN0S4nyI54tP8eA_OYa08wpPI1siyNY4Kwi5Ijx09OTxTzxZBmA0jL5GbeRaq861ODOUmL-enG5uD1GlyQqtq&display=page&fpot=7dbea819-fccf-4a23-afa9-fefb96940a4dc37e72b1-9f48-4dc0-ad82-40f2414e4b28__;!!HYmSToo!MG491hylaqLK4ZKyBmr_adfa-AyZbdVtLlbvS8SGqZxAWkVN4Sl71XhwHLhi3Lew8Gzk5oyOMywR$

Thanks,
NC Department of Health and Human Services
Division of Public Health
Immunization Branch

8. A new page will open.

9. Enter a **New Password**. On this page, you will see Password Criteria. Your Password must meet the criteria.
10. Confirm the New Password. Your password must match.
11. Click **Change Password**.
12. You will be logged into the CVMS Recipient Portal. You successfully reset your password!

If you are still experiencing issues getting into your CVMS Recipient Portal account, please contact the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.